Arizona Department of Health Services Office for Children with Special Health Care Needs Children's Rehabilitative Services Administration	Effective Date: 03/01/2007 **Last Review Effective Date: 02/13/2008**
SUBJECT: Business Continuity	SECTION: BC 1.1

SUBTITLE: CRSA Business Continuity and Recovery Plan Specific Disruptions and Staff Roles

POLICY:

It is the policy of the Children's Rehabilitative Services Administration (CRSA) to plan for specific disruptions and identify the staff's roles during these disruptions.

PROCEDURE:

1) Disruptions Affecting All CRSA Staff
   a) In the event a disaster or emergency is declared, the CRSA Management Team will conduct an emergency meeting to discuss the emergency/disaster condition, design strategies to immediately address the specific emergency/disaster condition, and assign tasks to CRSA Division Chiefs and their staff.
   b) CRSA Division Chiefs will convene meetings of each division or contact individuals in each division who are unavailable or on the premises using phone lists or "phone trees" to alert staff of the emergency condition, assign duties to carry out during the emergency, and instruct individuals on how to proceed.
   c) CRSA Management Team will convene regular "status" meetings to monitor the emergency or disaster condition until the situation is resolved. Additional "status" meetings will be conducted as necessary for each division.
   d) The CRSA Office Chief or designee will communicate the nature of any major contingencies or disruption of services, its onset, and expected resolution with the following parties initially and throughout the process (updates).
      i) The Arizona Department of Health Services (ADHS) Director's Office - ADHS Business Continuity Plan Coordinator, (602) 542-1269;
      ii) Arizona Health Care Cost Containment System (AHCCCS) - Operations Compliance Officer, (602) 417-7972;
      iii) Other involved agencies; and
      iv) Children's Rehabilitative Services (CRS) Contractors (See CRS Contractors contact listing in the CRSA Business Continuity and Recovery Plan).

2) Contingency Plans for Loss of Phone System Including Electronic Failure
   a) Relocate staff to another floor, ADHS building, or other State agency buildings as determined by the Department of Administration (DOA).
   b) Allow staff with homes equipped with computer and Internet accessibility to telecommute.
   c) Re-route incoming and outgoing telephone calls to cellular phones or pre-designated areas.
   d) Provide callers with alternate contact numbers (i.e., cellular phone or pager numbers) to reach their parties if voicemail is not functional.
   e) Use fax machines located in the ADHS building located at 1740 West Adams Street, Phoenix, AZ 85007, or other State agency buildings.

3) Contingency Plans for Complete Loss of Building
   a) Relocate staff in ADHS 1740 building, or other State agency buildings, as determined by the DOA.
   b) Allow staff with homes equipped with computer and Internet accessibility to telecommute.
   c) Document the testing procedures and results of the testing.
   d) Re-route incoming and outgoing telephone calls to cellular phones or pre-designated areas.
   e) Provide callers with alternate numbers (i.e.; cellular phone or pager numbers) to reach their parties if voicemail is not functional.
   f) Use fax machines located in the ADHS 1740 building or other State agency buildings.

4) Contingency Plans for Loss of Computer System/Records or Networks
   a) If the computer system is irretrievably lost, the system contents are completely backed-up every day and stored off-site. The back-up tapes will be obtained from the ADHS vendor and the data restored to the server/computers in the alternative office space.
   b) Back up of electronic media can be obtained within one (1) business day and restored to functionality within two (2) business days.
   c) Original source data is available through CRS Contractors' records.

5) Contingency Plans for Loss of Major CRS Provider/Facility Closure
   a) CRS Contractors must notify the CRSA Business Continuity Planning Coordinator of any business or service disruptions and how the disruption will be handled.
   b) CRSA Management Team meets to review CRS Contractors' plans to address losses and outages and determine if the CRS Contractors are handling the situation appropriately.
   c) CRSA Division of Compliance coordinates the oversight of clinical, enrollment, and eligibility services, and the investigation of grievances, appeals, and quality of care issues.
   d) CRSA Division of Compliance will:
       i) Monitor the CRS Contractors' function recovery timelines;

        ii)   Track restoration of critical processes;

        iii)   Where appropriate, randomly sample member records to determine whether the disruption interfered with the quality of member care; and

        iv)   Determine if the CRS Contractors' Business Continuity and Recovery Plans require any modifications.

6) Contingency Plans for Loss of CRS Contractor
The CRSA Management Team will:
    a)   Assess the situation and its impact on member care;
    b)   Develop assessment tools and recommendations;
    c)   Implement interventions including short and long term interventions for ensuring that members receive uninterrupted care; and
    d)   Communicate the loss and interventions to the remaining CRS Contractors and other affected parties.

7) Contingency Plans for CRSA Operations
    a)   Contingency Plans for CRS Member Services:
        Forward incoming calls from CRSA main office line (602) 542-1860 and children's information center (800) 232-1676 to the appropriate CRSA staff.
    b)   Contingency Plans for CRSA Finance Staff:
        i)   Capitation/invoice processing – Route/forward invoices and historical data or back-up data to the key staff in the alternative setting (off-site location(s)) for processing. Utilize historical data to pro-rate dispersal of funds.
        ii)   Route e-mails to the appropriate staff.
        iii)   Hand-write purchase requisitions.
        iv)   Communicate as appropriate with CRS Contractors.
    c)   Contingency Plans for Quality Management (QM) and Medical Management/Utilization Management (MM/UM) Staff:
        i)   Route/forward site plans, grievances, appeals, invoices, and historical or back-up data to the key staff in the alternative setting.
        ii)   Route e-mails to the appropriate staff.
        iii)   Conduct off-site monitoring and oversight activities.
        iv)   Utilize the alternative communication methods discussed above, to maintain communication with the CRS Contractors.
        v)   Obtain alternative access to the quality of care database.
        vi)   Utilize back-up data for claims review and conduct off-site monitoring and oversight of clinical services.
        vii) Utilize back-up grievances (included in the quality of care database) and appeals database system to investigate and coordinate grievances and appeals from off-site location(s)).
        viii) Utilize back-up quality of care database system to investigate and coordinate quality of care concerns/issues from off-site location(s).

ix) Ensure that the interventions developed by CRSA or CRS Contractors do not adversely affect the quality of member care or compliance with performance standards.

x) QM and MM/UM meetings will be held via conference call if necessary.

b) Contingency Plans for ADHS Information Technology Staff

i) Route/forward historical or back-up data to the key staff in the alternative setting.

ii) Route e-mails to the appropriate staff.

iii) Obtain alternative access to the FTP server.

iv) Utilize back-up data and validate from off-site location(s) for eligibility and enrollment/encounter reporting from CRS Contractors and to AHCCCS.

v) Maintain communication with the CRS Contractors utilizing the alternative communication methods discussed above.

Approved:	Date:
[signature]	2/18/08
CRSA Administrator	